



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES BUREAU OF EMERGENCY COMMUNICATIONS

James H. Hayes Building
10 Hazen Drive, Room 105
Concord, New Hampshire 03305

Bruce G. Cheney, ENP
Executive Director

Peter A. DeNutte, ENP
Assistant Director

BUREAU OF EMERGENCY COMMUNICATIONS

Enhanced 9-1-1
Commission Members:

Chairman
Chief Douglas Aiken
NH Assoc. of Fire Chiefs

Vice-Chair
Sheriff James D. Linehan
NH Sheriff's Association

Secretary
William Wood
NH Division of EMS

Kathryn Bailey
NH Public Utilities Comm.

Paul Violette
NH Telephone Association

Chief George Landry
NH Fed. of Fire Mutual Aids

Jill Healey Wurm
Verizon

David Caron
NH Municipal Association

Captain George Valliere
NH Police Officer

Major Frederick Booth
NH Dept. of Safety

Richard Bernard
Public Member

David Lang
NH Firefighter

Chief Bradley J. Russ
NH Assoc. of Police Chiefs

DECEMBER 6, 2002

COMMISSION MEETING

PRESENT:

Douglas Aiken, Chairman
James Linehan, Vice Chair
William Wood, Secretary
Jill Healey Wurm
David Caron
Kathryn Bailey
Bradley Russ
Frederick Booth
George Valliere

NH Association of Fire Chief's
NH Sheriff's Association
NH Bureau of EMS
Verizon
NH Municipal Association
NH Public Utilities Commission
NH Association of Police Chief's
NH Department of Safety
NH Police Officer

ABSENT:

David Lang
Richard Bernard
George Landry

NH Firefighters
Public Member
NH Federation of Mutual Aids

OBSERVERS:

Bruce G. Cheney, ENP
Peter DeNutte, ENP
Sean Goodwin
Richard Fowler, ENP
Bobby Silvestriadis
Jack O'Connor
Mike Geary, ENP
Jack DiPesa
Patricia Magoon
Amanda Phelps

Executive Director, NHBEC
Assistant Director, NHBEC
Engineering Tech. V., NHBEC
Operations Supervisor, NHBEC
EMD, Coordinator, NHBEC
Public Education/Training, NHBEC
Training Coordinator, NHBEC
Verizon
Audit Supervisor, NHBEC
Secretary II, NHBEC

The Commission meeting held at the James H. Hayes Building, 10 Hazen Drive, Concord, NH 03305 was called to order at 11:17 AM by Chairman Douglas Aiken.

1. Approval of the minutes of the September 6, 2002 meeting.

Vice-Chairman Linehan motioned for approval of the September 6, 2002 minutes. Commissioner Booth seconded the motion. The minutes were unanimously approved.

OLD BUSINESS

2. Director's Report

2.A. Report on the FY03 Budget

- a. Patricia Magoon, Audit Supervisor, reported that the FY03 budget is balanced.
- b. Ms. Magoon stated that the Enhanced 9-1-1 Budget Committee met on September 17, 2002 and reviewed the budget projections for FY04 and FY05. Ms. Magoon informed the Commission that the Committee met the September 25, 2002 deadline set by Governor Shaheen.
- c. Director Cheney and Ms. Magoon attended a public hearing on Agency Budget Requests on September 18, 2002. A question was asked at the hearing about the difference in cost between wired and unwired calls. Because calls from unwired phones are generally longer than those from wired phones the question was raised whether or not the surcharge should be cheaper for wired phone calls.
- d. Ms. Magoon informed the Commissioners that she received an e-mail from Commissioner Hill telling her that Governor-elect Craig Benson has requested budget projections for the next four years. The Governor-elect wants to limit spending growth to 3 percent. A meeting with Commissioner Hill has yet to be discussed.
- e. Ms. Magoon pointed out to the Commission that Class 099, Workmen's Compensation, is listed in the Statement of Revenue and Expenses, but that it does not actually come out of the Bureau's expenses.
- f. Ms. Magoon pointed out some transfers on the Statement of Revenue and Expenses to the Commissioners.

2.B. Report on the FY03 Surcharge Receipts

- a. Ms. Magoon reported that the phone company she was having difficulty with has sent a payment through October and has assured her that she will be receiving monthly payments. Another phone company has missed three payments but will be sending them out shortly.
- b. Ms. Magoon explained that she is in discussion with another company regarding the fact that they appear to provide Cellular access in addition to ACN and Valet services. She is also waiting to hear from a company to find out the status of their business and whether they need to be sending money or not.
- c. A meeting will be held after the Commission meeting with Commissioners Jill Healey Wurm, Kate Bailey, the Director and Ms. Magoon to review the CLECs and Resellers that are conducting business in NH.
- d. Also attending will be Mr. John Osgood of the PUC to review the discrepancies caused by phone companies that do not report to either the PUC or the Bureau.

2.C. Report on Mapping/Addressing

- a. Sean Goodwin, Engineering Technician V, explained that since the last meeting the Mapping Unit has had one town accept the address conversion package and two towns accepted road maps. Alton has been completed and will be delivered on December 9, 2002.
- b. Mr. Goodwin informed the Commission that a map of 800 miles of trails has been generated for Pittsburgh and they will be in contact with Fish & Game to name the trails.
- c. Director Cheney read a letter from the attorney who represents the Adams Family of Swanzey, NH regarding a decision from the Cheshire County Superior Court. The court denied the town's request for municipal immunity based on the fact that a decision was made to review safety concerns. Once this decision was made the Board of Selectman was required to take action in regards to street name changes. Director Cheney will forward a copy of this decision to the Enhanced 9-1-1 Commissioners.
- d. Included with Mr. Goodwin's report are Verizon's monthly status reports and the Bureau's ALI status reports.

2.D. Report on Remote ANI/ALI Project

a. Peter DeNutte, Assistant Director, stated that Vice-Chairman Linehan's request to contact seven agencies that do not receive remote ANI/ALI was fulfilled. Out of those seven towns, six towns are still working with their CAD vendors and are aware that the Bureau is ready. Manchester has an off-brand CAD vendor and is trying to work with them. The following is the list of towns who do not receive Remote ANI/ALI:

- Hampton PD
- Keene PD
- Laconia PD, installed as of December 5, 2002
- Londonderry PD
- Manchester PD
- Raymond Dispatch
- Seabrook PD
- Strafford County Sheriff

These towns do not want to use the Bureau's equipment and need to get an upgrade in order to implement their equipment and vendors. All towns that have requested Remote ANI/ALI have received it and the Bureau is preparing to upgrade those systems.

2.E. Report on Phase I & II

a. Mr. DeNutte reported that most of the wireless carriers are now Phase I compliant and the Bureau will move on with those carriers to Phase II. An FCC order has been issued stating that all carriers will be fined if they are not Phase I compliant by the end of this year.

b. Mr. DeNutte explained that *US Cellular* is refusing to cooperate because they believe they are entitled to cost recovery. Commissioner Bailey asked if a complaint can be made to the FCC. Mr. DeNutte responded that a complaint was made a year ago, but that another one will be made.

c. Mr. DeNutte reported that the Atlantic Chapter APCO conference in October was a success with 360 attendees and 54 vendors.

2.F. Report on PSAP Operations

a. Richard Fowler, Operation Supervisor, reported that the PSAP is doing well and turnover has recently slowed down.

- b. Mr. Fowler stated that three Supervisors and two Assistant Supervisors are currently enrolled in the Certified Public Supervisor's Training Program offered through the State of NH. After that class seven out of eleven supervisors will be certified.
- c. Mr. Fowler reported that the PSAP Non-EMD Compliance scores for November was 98.97%.
- d. Mr. Fowler explained that the Seacoast Area Hospitals Diversion Program is now up and running. There have been four times that the program has been used and any problems are being worked out.
- e. Commissioner Bailey asked for a status on the Laconia PSAP. Director Cheney explained that the PSAP is physically ready with all equipment installed. The Bureau is waiting on the Verizon contract and some peripheral issues to be worked out.

2.G. Report on EMD

- a. Bobby Silvestriadis, EMD Quality Control Supervisor, reported that the PSAP maintains a high level of compliance with an average of 97.29% for October 98.70% for November. Mr. Silvestriadis stated that the key to the high level of compliance is continuous feedback. There is not a lot of time between the call and the review which prevents bad habits from forming.
- b. Mr. Silvestriadis explained that the Bureau is officially reaccredited until 2005.
- c. Mr Silvestriadis reports that continuing education programs are ongoing.
- d. Mr. Silvestriadis informed the Commissioners that a paramedic, Anastasia Lennon, was hired as the Case Reviewer to help with medical call reviews.
- e. Mr. Silvestriadis reported that the telecommunicator/Concord FD ride-along program has been successful.

2.H. Status of Training

- a. Mike Geary, Training Coordinator, reported that there were 8 new employees in the November 1 training class. One person decided it was not for her and has been placed in the Mapping Unit. Another one was dismissed. The new class should be on their own around February 21, 2003. There are now 8 vacant full-time positions and 8 vacant part-time positions. In total there are 35 vacant positions within the Bureau.

- b. Mr. Geary taught a Customer Service in Emergency Communications class at the APCO Conference which was very successful. He has received many calls to teach the class again.
- c. On November 25 Mr. Geary held a continuing education class with the Dartmouth-Hitchcock Air Response Team (DHART) which included the air medical helicopter. Twenty-one people attended including the new employees.
- d. On October 19, 2002 Mr. Geary and Mr. Fowler took the ENP exam and have since found out that they passed.
- e. Mr. Geary explained that an exit interview is given when a Telecommunicator resigns. This is designed to determine the main reasons for the resignation. Traditionally they are stress and pay.

Director Cheney and Chairman Aiken made a presentation to Commissioner Bradley J. Russ who is resigning from the Portsmouth Police Department and therefore will be leaving the Enhanced 9-1-1 Commission.

2.I. Report on Progress with CAD/ANI/ALI Installs Training

- a. Mr. DeNutte explained that the Bureau is working with Valor on getting a Record Management System. A demo copy should be ready by the first of January and if it is satisfactory the Bureau will then purchase a key for the system. This will be available to all agencies with Valor's remote CAD.

2.J. Status of Public Education

- a. Jack O'Connor, Public Education and Training Officer, reported that he continues to receive excellent feedback about the Telecommunicators' customer service skills.
- b. Mr. O'Connor reports that since the last meeting he has spoken to about 500 people at schools and other presentations. Not included in that number are the people he spoke to at fairs, Expos, open houses and the North Country EMS Conference in Bartlett.
- c. Commissioner Valliere commended Mr. O'Connor on the positive feedback he has heard about him and his presentations.

2.K. Status of Public Relations

- a. Director Cheney, speaking on behalf of Wanda Hemeon, Informational Representative, explained that a newsletter will be coming out shortly. Director Cheney also informed the Commissioners that Ms. Hemeon has been consistently taking care of the stork club and other awards programs for the Bureau.
- b. Mr. DeNutte and Commissioner Wood commended Ms. Hemeon for her hard work before and during the APCO Conference.

2.L. Seacoast Area Hospitals Diversion Pilot Project

Updated during agenda item 2.F.

3. Contractor's Report

3.A. Verizon

- a. Jack DiPesa, Verizon, reported that there were no major failures in the Enhanced 9-1-1 Network this quarter. There were also two switch upgrades performed this quarter in Sunapee and Nashua.
- b. Mr. DiPesa read aloud the definition of diversity as presented to Director Cheney and staff by the account team at Verizon. The definition as Mr. DiPesa read it is as follows:

"Diversity, for the purposes of the NH Enhanced 9-1-1 service means the interoffice transport by Verizon of multiple Verizon Enhanced 9-1-1 trunks between a Verizon central office and the two Verizon E9-1-1 control panels, or between the tandems to the PSAP using physically separate underground conduit or above ground pole facilities beyond the first manhole or pole outside of the central office."

Director Cheney stated that Bureau does not agree with this definition. The Bureau believes the definition set forth by the National Reliability Council, which is included in the original contract, is proper and the legally required definition.

Commissioner Russ left the meeting at 12:55 PM.

Commissioner Bailey asked Mr. DiPesa if NH Enhanced 9-1-1 complies with the definition as he read it. Mr. DiPesa answered that NH Enhanced 9-1-1 does not comply with this definition. Director Cheney stated that this is not a debate he is prepared to have or solve within the meeting but that a resolution does need to be made by July 5, 2003 before a 5-year contract is signed with Verizon.

c. Mr. DiPesa explained the No Record Found Report which was given to all of the Commissioners. A NRF is a record that has no ALI information.

3.B. TDS

Assistant Director, Pete DeNutte, will contact TDS to get a representative for the next meeting.

NEW BUSINESS

4. Correspondence

4.A. Cheshire County

a. Director Cheney explained to the Commissioners that Mr. Geary has been doing extensive work testing at the Cheshire County Sheriff's office. A letter from the Cheshire County Sheriff's Office was given to the Commissioners.

5. New Business

5.A. Discussion on Senate Bill 400, Poison Control

a. Director Cheney supplied a copy of the final report submitted by the Poison Control Study Committee. Director Cheney explained that the committee is looking for complete funding by a NH agency. Other options not investigated by this committee are paying Boston to handle all calls instead of just the late night calls and joining a consortium with Vermont and Maine. Both options appear to be less expensive than hiring a toxicologist and handling the program completely alone. Director Cheney maintains that whatever the outcome, the Bureau and the Enhanced 9-1-1 Commission need to remain involved in this process.

5.B. Discussion on Senate Bill 411, Interoperability

- a. Commissioner Booth reported that the Committee has completed and submitted a final report. He states that it is the recommendation of the Department of Safety that a single agency become responsible for overseeing interoperability.

Commissioner Valliere left the meeting at 1:30 p.m.
Commissioner Valliere returned to the meeting at 1:32 p.m.

5.C. Personnel

- a. Vice-Chairman Linehan motioned to go into a non-public session to discuss personnel issues as allowed by RSA 91-A:3. Commissioner Booth seconded the motion. Amanda Phelps conducted a roll call vote of Commissioners present which unanimously approved going into an executive session. In addition to Commission members the following people remained in the meeting at the request of the Chairman:

1. Bruce G. Cheney, ENP, Executive Director
2. Peter A. DeNutte, ENP, Assistant Director

Amanda Phelps was asked to return to conduct a roll call to conclude the executive session at 2:00 p.m. Commissioners voted unanimously to come out of non-public session and to have the record reflect that no decisions were made in non-public session.

6. Adjournment

- a. Chairman Aiken motioned to adjourn the Enhanced 9-1-1 Commission meeting. Commissioner Wurm seconded. Unanimously approved at 2:05 p.m.

The next scheduled commission meeting will be held on April 4, 2003 at the James H. Hayes Building in Concord, NH.

WILLIAM WOOD, SECRETARY
ENHANCED 9-1-1 COMMISSION